


INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

 <p align="center"><b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received  07-JUL-2017 <b>AUG 22 2017</b>	Repository <input type="checkbox"/>  Reference No. 11003729
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	Evening Telephone Number
ATHENS	TX		
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
2FAFP74W73X		FORD	CROWN VICTORIA
Model Year		2003	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
<input type="checkbox"/> Cruise Control			Incident Date(s) 03-JUL-2017
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 120000 LIGHTING (PWS)		Failure Mileage	Failure Speed
		117000	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths
		Reported to Police N	
<p><b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).</p>			
<p>TL* THE CONTACT OWNS A 2003 FORD CROWN VICTORIA. WHILE DRIVING UNKNOWN SPEEDS, THE HEADLIGHTS STOPPED WORKING PERIODICALLY. THE VEHICLE WAS TAKEN TO A LOCAL DEALER (BRINSON FORD LINCOLN LOCATED AT 2970 STATE HIGHWAY 31 E ATHENS, TX 75752 903-676-5200) WHERE IT WAS DIAGNOSED THAT THE LIGHTING CONTROL MODULE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE DEALER STATED THAT THE MANUFACTURER NEEDED TO AUTHORIZE THE REPAIRS. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 117,000.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		<b>ATTACH ADDITIONAL SHEETS IF NECESSARY</b>	
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>			

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

AFTER WE TOOK THE CAR TO BRINSON FORD ATHENS, TX TO COMPLY WITH THE RECALL ON THE LCM, THE HEADLIGHTS DID NOT WORK AT ALL ALTHOUGH THEY WERE WORKING MOST IF NOT ALL THE TIME BEFORE THEY WORKED ON THE CAR I CALLED FORD MOTOR CO. ABOUT THE PROBLEM WITH BRINSON & THEY JUST TOLD ME I WOULD HAVE TO DEAL WITH THE DEALER & NOT THEM. WE HAD TO TAKE THE CAR TO AN AUTO SHOP TO GET IT FIXED & SURE ENOUGH THAT AUTO SHOP FOUND THAT BRINSON HAD INSTALLED THE

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business  
Penalty for Private Use \$300

NORTH TEXAS TX P&EC  
DALLAS TX 750  
04 JUL 2017 PM 2

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

[www.safercar.gov](http://www.safercar.gov)

or call:

Vehicle Safety Hotline  
888-327-4236



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration

[safercar.gov](http://safercar.gov)

**Safety Recall 15S39**  
2003-2005 Model Year Crown Victoria and Grand Marquis Vehicles  
Headlights Inoperative

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Install LCM Bypass Module Kit	15S39B	1.3 Hours

**PARTS REQUIREMENTS / ORDERING INFORMATION**

Part Number	Description	Order Quantity
3W7Z-13C788-A	LCM Bypass Module Kit	1

The DOR/COR number for this recall is 51021.

Order your parts through normal order processing channels. To guarantee the shortest delivery time, an emergency order for parts must be placed.

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION AND RETURN**

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

L.C.M. bypass kit installed Monday July 3<sup>rd</sup> 2017

Tech. 2021.

Service-Advisor - Jeremy VanDeman.

BRINSON  
FORD

ATHENS, TX



# CHECK AUTO REPAIR & MUFFLER SHOP

ATHENS TX S. [REDACTED]

319 N. PRAIRIEVILLE  
ATHENS, TX 75751-2022  
(903)675-2214

VEHICLE 2003 Ford Crown Victoria LX  
ENGINE 4.6L V8  
LICENSE [REDACTED]  
Mlg In/Out 117050 / 117050  
V.I.N. 2FAPF74W73X [REDACTED]

Unit:  
07/11/17 02:39 pm

Visa / Visa

Auth: 05413D

DATE: 07/12/17

DUE DATE 07/12/17

Invoice: [REDACTED]

M

1

PARTS & LUBRICANTS USED	QTY	PRICE	TOTAL	COMMENTS & DESCRIPTION OF LABOR.	QTY	PRICE
				CHECK LIGHTS/LIGHT MODULE BYPASS WAS INSTALLED AND HEADLIGHTS HAVE NOT WORKED SENSE INSTALLED OBTAIN WIRING DIAGRAM-CONNECT GROUND TO CORRECT WIRES GROUND WIRING WAS WIRED FOR 2005 AND NEEDED TO BE FOR 2003 MODEL-GROUND WIRE IS BLACK NOT PINK/ORANGE LIKE 2005		200.00
						0.00
<b>ADDITIONAL ITEMS CHECKED OR SERVICED</b>						

Date	Time	Phone	Approved By	PartsAdd	LaborAdd	Increase	Total	Caller	Reason for Price increase	Parts & Lubricants	0.00
										Labor	200.00
										Sublet	0.00
										HAZ. DISPOSAL	0.00
										DebitCard	0.00
										SHOP SUPPLIES	0.00
										Gasoline	0.00
										Sub Total	200.00
										Deposit	0.00
										Disc Applied	0.00
										Sales Tax	0.00
										<b>TOTAL</b>	<b>200.00</b>
										<b>BALANCE DUE</b>	<b>0.00</b>

This vehicle will be reassembled within 3 days of the date shown above if I do not authorize the recommended services

I authorize the above repairs and necessary materials. Your employees may operate vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or items left in it. I agree to pay reasonable storage on vehicle left more than 3 working days after notification that job is completed. Labor is guaranteed 90 days or 4000 miles whichever occurs first. All other guarantees are made by the manufacturer. Warrantee work based on this bill must be performed at this shop. All parts are new unless specified as (U) used or (R) rebuilt. REMOVED PARTS WILL BE DISPOSED OF UNLESS I INITIAL HERE \_\_\_\_\_

I accept the above terms and conditions **X**

CONTINUED

ECM wrong, & it cost  
US 200.00 to fix the  
problem they (BRINSON)  
created & would not admit  
they had installed it wrong.  
I have proof that BRINSON  
installed it wrong & I  
have enclosed a copy  
of the proof from the  
Auto Shop. I feel like  
we should be reimbursed  
the 200.00 because the  
repair was not supposed  
to cost us anything as it  
was a recall from Ford.  
The repair copy is all I have, I  
filed a complaint with the BBB  
to which BRINSON did not respond.



CHECK AUTO REPAIR  
319 N PRAIRIEVILLE S  
ATHENS, TX 75751  
903/675-2214

**SALE**

MID: 590000225656  
TID: 003 REF#: 0  
Batch #: 193001 RRN: 2  
07/12/17  
APPR CODE: 05413D  
VISA  
\*\*\*\*\*

**AMOUNT \$20**

APPROVED

I AGREE TO PAY ABOVE TOTAL AMOUNT  
IN ACCORDANCE WITH CARD ISSUER'S  
AGREEMENT  
(MERCHANT AGREEMENT IF CREDIT VOUCHER)  
RETAIN THIS COPY FOR STATEMENT  
VERIFICATION

THANK YOU  
PLEASE COME AGAIN

MERCHANT COPY